RESPONSE TO

Network Computing

Network Computing inc.

REQUEST FOR INFORMATION
OUTSOURCED DATACENTER

23 JANUARY 2006

Commercial in Confidence: The SAVVIS proposal in its entirety, including but not limited to, this document and all attachments thereto and referenced therein ("Proposal" or “RFP”) constitutes confidential and proprietary information of SAVVIS Communications Corporation (SAVVIS), and shall not be disclosed in whole or in part by NWC to any third party or to any employees of NWC, other than NWC employees or consultants who have a need to know such information in order to evaluate this Proposal, and are bound by (i) a non-disclosure agreement (“NDA”) materially comparable to the NDA executed between SAVVIS and NWC or (ii) if a mutual NDA has not been executed between the parties, by a non-disclosure agreement materially comparable to the NDA governing the RFP. This Proposal shall not be duplicated or used by NWC for any other purpose than to evaluate this RFP response.

In no event shall any omission or generality in SAVVIS’ response give rise to a binding obligation between the parties or constitute acceptance of any terms or conditions contained in this Proposal. With the exception of this ‘Commercial in Confidence’ section and the copyright statements contained in this Proposal, this document is not intended to have legal effect or to form the basis of a contract between SAVVIS and NWC. In the event that NWC intends to make an award to SAVVIS, no terms of any agreement to which SAVVIS is a party shall be deemed agreed to unless or shall take effect (with the exception of the Confidentiality and NonDisclosure Agreement) until all such terms (together with any referenced attachments or exhibits) are mutually agreed to in writing by SAVVIS and NWC in a separate agreement. SAVVIS’ standard agreement for the services proposed herein is attached hereto.

TABLE OF CONTENTS

SAVVIS CORPORATE PROFILE

Throughout the SAVVIS history, the delivery of IT services to business and government enterprises has been a fundamental goal of the company. The SAVVIS global IT infrastructure and service model were originally built as a business unit of Bridge Information Systems, Inc, a financial market data company. SAVVIS was incorporated in Delaware in 1998 and began providing high speed Internet service to enterprise clients and Internet service providers. In 1999, SAVVIS was acquired by Bridge, and the legacy SAVVIS network was combined with Bridge's network.

In February 2000, SAVVIS completed an initial public offering (IPO) for the combined entity. The company used part of the proceeds of the IPO to acquire the network and computing assets of Bridge, and entered into an agreement to provide network services to Bridge and its world-wide client base. Also in 2000, SAVVIS launched its Intelligent IP networking product suite. It allowed customers to have a private, secured, fully meshed network where individual applications could be assigned unique service levels all at price points lower than the frame relay and private line alternatives available at that time.

In 2001, Reuters Limited and Moneyline Telerate and Moneyline Telerate International (collectively, Telerate) agreed to acquire substantially all of Bridge's assets. In the fall of 2001, SAVVIS entered into network service agreements with Reuters and Telerate, effectively replacing the agreement with Bridge, then in the process of liquidation.

In 2002, SAVVIS was chosen by Intel Online Services (IOS) to provide managed hosting services to their clients in the United States, United Kingdom, and Japan under contracts we entered into directly with former IOS customers. In 2003, SAVVIS entered into leases and subleases and assumed management of all or a portion of IOS data centers located in Santa Clara, California; Sterling, Virginia; London and Tokyo to serve these clients.

In 2003, SAVVIS purchased the commercial business operations assets of WAM!NET, Inc., a global provider of content management and delivery services. The addition of WAM!NET brought SAVVIS critical application expertise in digital content management and a significant set of enterprise clients in the print and publishing, music and gaming, retail, and consumer goods vertical markets.

In 2004, SAVVIS acquired substantially all of the assets of CWA out of bankruptcy. This acquisition, which closed in March 2004, significantly expanded the SAVVIS portfolio of services, grew the SAVVIS customer base, and added 15 data centers, a Tier 1 Internet backbone, and an established content delivery network to the SAVVIS IT infrastructure. Also, in 2004, SAVVIS launched its global portfolio of virtualized utility services that provide fully integrated server, storage and network capacity to run business applications using an on demand delivery model.

Today, SAVVIS is a leader in the IT Services Industry, providing its customers with an expansive portfolio of flexible, integrated, managed, and global outsourced technology infrastructure services that can be purchased in part or in whole to support a broad range of business applications. This product portfolio is particularly well suited to businesses with high performance applications, offices in multiple countries, and a desire to focus internal IT resources on developing applications that differentiate their business rather than building and managing network/hosting infrastructure.

SAVVIS offers a full suite of managed services including Private Wide Area Networking, Internet, Managed Hosting/Utility Computing, Collocation solutions, VOIP, advanced multi-media and voice application services. To complement these services, SAVVIS offers a full range of Professional Services. When you need expertise in any area of your IT operation, SAVVIS has a solution that matches your need. SAVVIS IT Consulting spans a broad range of disciplines including: Program Management, Disaster Recovery, Infrastructure, Capacity Planning, Migration Planning and Analysis, Security, Performance Optimization Application and Security Services.

NWC SOLUTION OVERVIEW

SAVVIS provides a complete outsourced solution that is built for reliability and scalability. This service utilizes the SAVVIS utility computing platform which provides for a high-availability infrastructure wherein every element of the design has been built with redundancy. To illustrate, if a server fails, a failover server will take over processing responsibility. The servers are integrated with a fiber optically connected storage area network, which provides a near limitless ability to grow the storage capacity of the servers. Functions such as firewall, SSL acceleration, load balancing can be quickly deployed using the existing SAVVIS infrastructure. This provides you with an ability to easily expand the capacity of your infrastructure as your demands grow.

The proposed solution provides for an infrastructure to facilitate NWC's applications at an optimal performance level. SAVVIS will provide load balanced Web servers (hardware failover) , redundant application servers (hardware failover), and a MS SQL and a 3 way Oracle database server with failover. Daily incremental backups and weekly full system backups are included. Backup/recovery services are priced based on the amount of data transferred between the servers and the backup tape library. An estimated minimum commitment of 1TB of data for backup is included to support the backup of 6 servers. If backup usage surpasses the minimum commitment, the per GB pricing would apply.

A custom high-availability two tier stateful inspection firewall has been built to meet your specific requirements. For the entire environment, a 1Mbps circuit to the Internet is included; burstable to 10Mbps. SAVVIS will have responsibility for keeping the systems up 24x7 which includes the facility, network, power, hardware, operating system, web server, and database software. This design delivers our 99.9% SLA guarantee.

Corporate headquarters in Greenbay, WI as well as the Syracuse, NY locations will both have a SAVVIS private network connection to the hosted environment as well as internet access dedicated internet access from each location. Additionally, E-mail service is also being managed by SAVVIS on a redundant platform that offers a 100% SLA, ease of management for NWC via a web interface that essentially eliminates the headaches and high cost associated with managing an Exchange e-mail service in house.

This solution provides for the resiliency you need at a lower cost than a traditional infrastructure with rack mount servers. Because of the high-availability servers, you do not need to procure two of each server for redundancy. The hardware redundancy is provided by SAVVIS. Related to scalability, we can add additional web servers to the design or perform upgrades to the existing computing layer in a fraction of the time of a traditional model. Additional storage space can be allocated to the servers via the SAN as your storage demands grow.

SAVVIS RFI RESPONSE

SAVVIS is pleased to provide this response to the NWC Request for Information. Each pertinent item is taken directly from the NWC RFI and is shown in shaded text, followed by the SAVVIS response.

B. INSTRUCTIONS

The following minimum product requirements are necessary to participate in this review. Please check all that apply.

- ✓ Outsourcing service is available by April 1, 2006
- ✓ Service includes off-site hosting of replicated data and/or systems
- ✓ Is sold as a service
- ✓ Service supports mid-tier and larger enterprises

B. DATA CENTER OUTSOURCING QUESTIONS:

The following questions explicitly address outsourced data center offerings. Please answer each.

Question 1: Summary and ability to execute

Please provide a high-level description of your current data center services and how they will help NWC Inc. Describe your target market, and your strengths including, financials, customers, locations, growth, industry awards, etc. Please include customer contacts if available

Word count: Summary not exceeding two pages with executive overview

SAVVIS is a global IT utility services provider that leads the industry in delivering secure, reliable, and scalable hosting, network, and application services. SAVVIS' strategic approach combines the use of virtualization technology, a utility services model, and automated software management and provisioning systems. SAVVIS solutions enable customers to focus on their core business while SAVVIS ensures the quality of their IT infrastructure. With an IT services platform that extends to 45 countries, SAVVIS is one of the world's largest providers of IP computing services supporting mission-critical applications for a broad range of Fortune 500 companies across all industry verticals and the Federal Government.

SAVVIS Datacenter Services include:

- **Utility Hosting** combines our data center facilities, network, computing, storage, and operations management services to provide customers with an application platform that delivers better performance, higher availability and lower total cost than found with traditional service provider models. Utility Hosting operates on a virtualized pool of IT resources that are dynamically configured using software rather than using dedicated hardware "boxes" to provide network, security, computer processing, and storage. This approach reduces capital costs, improves performance, and increases our customers' business agility.

- **Intelligent Hosting** uses industry standard hardware and software platforms installed in our data centers to deliver the IT services for running customer applications. We bundle all the technology and operations support into a service that customers can pay for monthly. This allows our customers to benefit from a highly reliable and secure IT infrastructure without the capital expense and ongoing operations, personnel and systems.

- **Colocation** offers a variety of options to customers with needs for data center space and power for their server and networking equipment needs. We globally manage 24 data centers in the United States, the United Kingdom, and Japan so customers around the world can easily access their equipment. SAVVIS provide conditioned power that delivers a stable power supply by eliminating spikes from the commercial power grid and providing a smooth transition to backup power supplies when necessary. Industrial grade cooling, fire suppression, physical security and hands-on support are key components of this offering.

- **Storage** allows many businesses to buy data storage services on a monthly basis for both primary and backup applications. We offer both dedicated storage devices and utility storage to deliver a broad range of services including managed backup, managed vaulting, backup care and storage care. Each service is highly flexible enabling the customer to design the solution according to their needs.

- **Intelligent Messaging and Collaboration** delivers Microsoft Exchange 2003 for outsourcing enterprise email and Microsoft SharePoint ® for document collaboration and resource sharing. Both are run on our utility platform.

- **Security** is a unique collection of systems, skills, and technology that can be delivered on a "mix and match" basis to meet customer requirements. Virtualized Security Services deliver "on-demand" firewall and intrusion detection for hosted infrastructure and in-network firewalling for the wide area network. Dedicated security services use technologies to provide intrusion detection and prevention services, managed network perimeter security, access and authentication, and scanning and analysis services.

- **SAVVIS Intelligent Monitoring** provides proactive continuous monitoring and management of business critical IT applications and infrastructure. This offering supports a wide array of networking devices, operating systems, database systems and web servers.

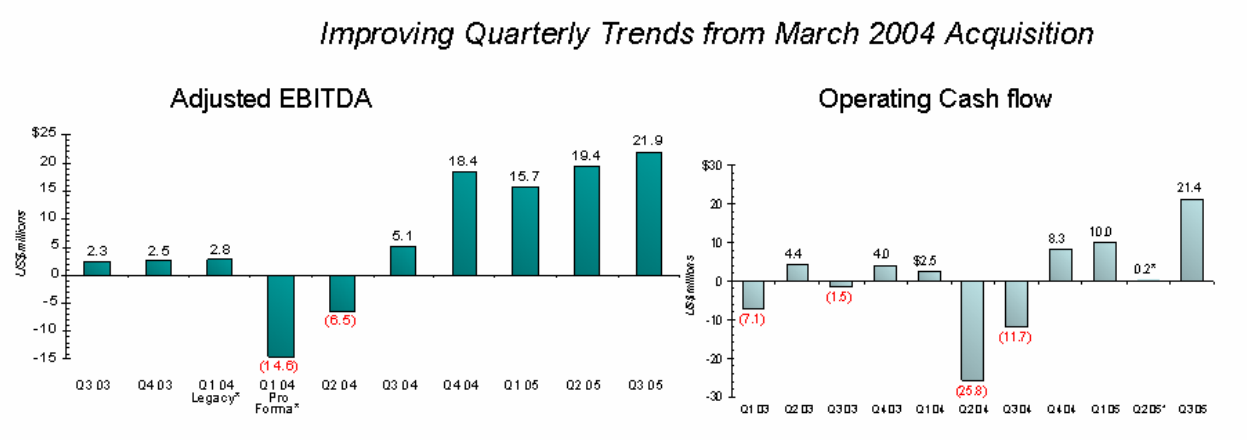
SAVVIS is the first company to integrate networking, hosting, server, and storage into one virtualized services platform. Other providers offer combinations of these services, but not all four together. Other providers are also shifting to a utility model; however their approach emphasizes capital expenditures, consulting services, and one-off solutions that do not take full advantage of the benefits of virtualization and the broad access of a utility.

SAVVIS Datacenters

SAVVIS has established best-in-class data centers around the globe. Regional centers include San Francisco, CA; El Segundo, CA; Santa Clara, CA; Irvine CA; Dallas, TX; Jersey City, NJ; Weehawken, NJ; Waltham, MA; St. Louis, MO; Tukwila, WA; Sterling VA, New York, Elk Grove Village, IL, Reading UK, Tokyo and Singapore For power protection, SAVVIS offers parallel redundant N+1 power supported by UPS with diesel generator back-up, and Power Distribution Unit (PDU) back-up systems.

SAVVIS Financial Highlights

- Stable financial position, with $50.8 million in cash on the balance sheet and $13.8 million in positive cash flow in third quarter 2005 (the most current published).
- Long-term debt, including capital leases, totals $295.9 million (shown on balance sheet net of original issue discount; face value is $344.4 million).
- Minimal cash debt service requirements in 2005; earliest principal payment required in 2007.
- Top-caliber financing partners, including Welsh Carson ($12 billion under management; 57% of SAVVIS voting stock), Constellation Ventures ($450 million under management; partners include Bear Stearns and Salomon Smith Barney; 8% of SAVVIS voting stock), Oak Hill Capital and GI Partners
- Global infrastructure built and paid for.
- Reported gross margin of $178.9 million on revenue of $616.8 million in 2004.
- Fully-diluted common shares outstanding, as converted: 566.5 million.



Customers

More than 50% of the Fortune 500 trust SAVVIS to manage their critical IT infrastructure. SAVVIS' customers include the world's leading securities exchanges, banks and market data companies, such as The New York Stock Exchange, The Chicago Board Options Exchange, Reuters, and MoneyLine Telerate; technology firms such as eBay, Microsoft, Sony, and Yahoo!; and retail establishments such as The Cheesecake Factory, Virgin MegaStores, and Gap Inc.

Question 2: Environmentals

Please describe environmental controls and features of your proposed hosting service for NWC Inc. broken into the following areas:

Word count: Summary not exceeding two pages

AIR CONDITIONING

Each SAVVIS DataCenter is built on raised floors and has high-volume, zoned temperature control systems. SAVVIS has multiple air conditioning units to ensure proper heat dissipation. In the event one system fails, the other units are able to assume the full load of cooling the co-located equipment.

SAVVIS maintains multiple (n+1) HVAC units at its IDCs. The cooling load is designed so that any unit of cooling capacity could be lost without causing significant degradation of the IDC environment. The HVAC units are powered by both normal and emergency electrical systems. These units are monitored through the building automation system; the failure of any unit triggers an alarm.

Temperature within each SAVVIS Internet Data Center is maintained at 72° F, plus or minus two degrees. Each HVAC unit controls the humidity level of the Internet Data Center to 45 percent humidity, non-condensing. In the event of the failure of any HVAC unit, an alarm is sounded.

POWER

The SAVVIS Redundant Power Management System (RPMS) provides all customers and critical systems with clean, conditioned power. The RPMS UPS consists of multiple UPS systems; in the event one fails, the remainder can take on the load without exceeding capacity. The UPS batteries are charged either by utility power or by redundant on-site backup generators.

Each SAVVIS DataCenter is powered from a dedicated power utility step-down transformer. The incoming service is connected and backed up by an automatic transfer switch and redundant stand-by diesel power generators. The loads served by the incoming service and generator sources include mission-critical IDC loads, life safety loads, HVAC and general-purpose loads.

The mission-critical electrical loads at each DataCenter are sourced by parallel, redundant UPS systems, which are configured with automatic static bypass and manually operated full-maintenance bypass circuits. Each UPS module has its own DC battery bank with sufficient capacity to sustain the critical bus for periods in excess of 30 minutes without the addition of power from utility or generator sources. Each UPS system is connected to common distribution and isolation bus. Power at the critical bus is used to supply the various power distribution modules located in each Internet Data Center as 120-volt and 208-volt alternating current dedicated circuits.

Electricity backup capabilities at SAVVIS IDCs are essentially unlimited. Short-notice refueling contracts for the diesel generators are maintained with multiple vendors at each Internet Data Center location.

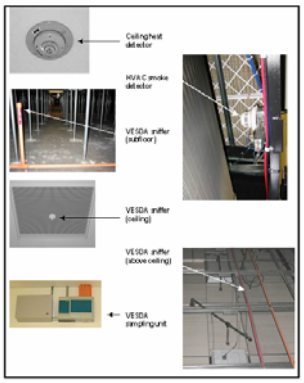
PHYSICAL ACCESS CONTROL

Access control - SAVVIS uses a Windows NT-based Access Control System (ACS), which supports a networked card reader and alarm system. The ACS uses proximity card readers to control access into perimeter doors, shipping/receiving areas, storerooms and other critical areas. Biometric hand scanners are installed to control access into the most critical areas (Network Control Center, telecommunications node room and customer Vaults). Additional access control measures include:

- All SAVVIS IDCs are designated with signage as Controlled Access Areas
- Mission-critical areas within each IDC are designated as Restricted
- Access into each IDC and Restricted Areas is controlled by biometric hand scanners, and is limited to SAVVIS authorized personnel
- SAVVIS card access badges or contractor/visitor badges are required to gain entry
- All employees, customers, vendors, contractors and visitors must be sponsored by an SAVVIS pre-approved sponsor to gain access
- Visitors are escorted at all times within the Controlled Access Area perimeter
- Security Entrance System - An automated security entrance system or man trap is utilized to control access in the IDC.

Access logging - All SAVVIS IDCs have a computer-based enterprise-wide access control system, used to track for all visitors who have an IDC badge. This system logs the identity of the individual and time of entry; it does not log who goes out, as it is against fire code to lock people in the IDCs.

FIRE



The fire suppression system at each SAVVIS IDC is built around the VESDA early detection system - a state-of-the-art "sniffer" system that detects smoke from the earliest stages of combustion. This detection system is augmented by heat detection and dry-pipe sprinkler systems.
The VESDA system divides the SAVVIS IDC into multiple fire detection zones. If smoke is detected in a single zone, DataCenter staff are alerted to inspect that zone. If smoke is detected in two or more zones and excessive heat is detected in either of those zones, then the dry-pipe sprinkler system is charged with water.
If a fire should continue to develop, the heat from the fire will activate only the nearest sprinkler heads. If water is discharged and the temperature is reduced below a threshold level, then the fire suppression system will conclude that the fire has been extinguished and the sprinkler system water flow will be turned off at the source.

OTHER

Commitment to excellence is something that SAVVIS considers an absolute necessity in providing managed services. In this, we have taken painstaking care to incorporate industry best standards, or better throughout the core of our product offering. SAVVIS applied those same standards to the overall design, construction, and management of our managed data centers.

SAVVIS datacenter infrastructure is based on the n+1 engineering model. Using this model, SAVVIS engineers determine the total capacity requirement for a specific element of infrastructure, such as bandwidth, electrical power or air conditioning.

The capacity requirement is then spread across “n+1” (or “n+multiple”) infrastructure components (UPS systems, air handlers, etc.) with “n” being the total load required, and “1” being the additional component that will carry the full capacity requirement if “n” should fail.

If one of the datacenter components should fail, the remaining “n” components will take up the load with no reduction in the level of datacenter performance or security. The n+1 engineering model virtually eliminates any single point of failure in SAVVIS.

Question 3: Network

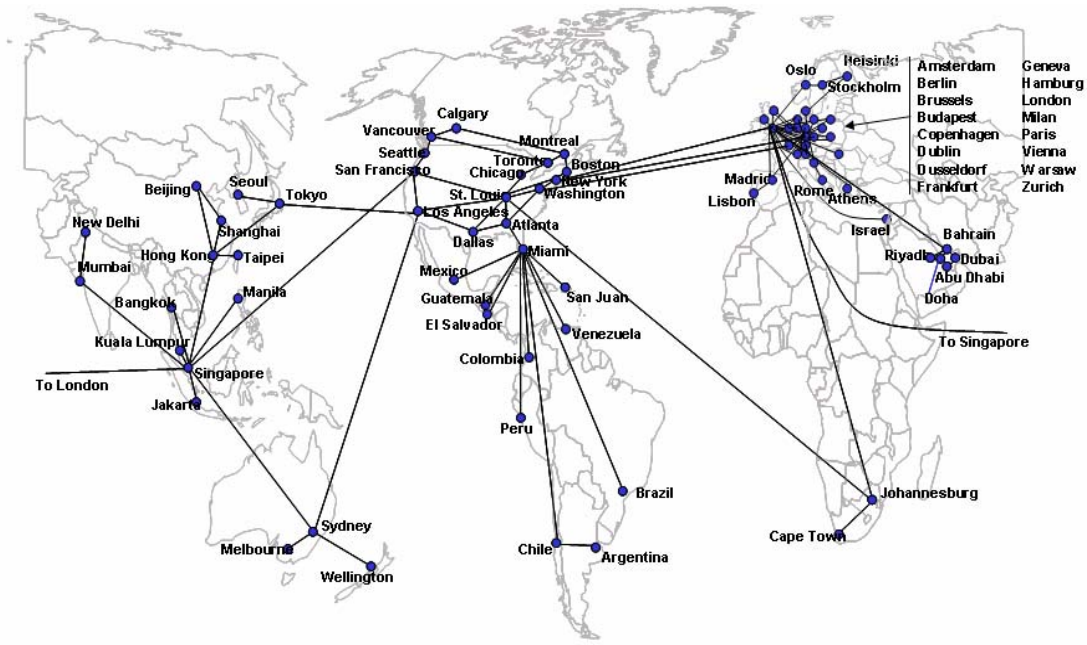
What are the network connections and services proposed for NWC Inc., broken out by the following areas:

Word count: Summary not exceeding two pages; WAN and LAN architecture drawing.

WAN

Bandwidth

Network DS0-miles US:	80,572,800
Network DS0-miles International:	59,753,543
Network Route-miles US:	27,327
Network Route-miles International:	109,736



POPs

Our standard Point of Presence (PoP) architecture implements a standardized, modular architecture at every SAVVIS PoP throughout the world. It comprises three elements:

- Backbone switches (e.g., Lucent CBX 550)
- Virtual Routers (e.g., Juniper M20, Nortel Shasta BSN 5000)
- Edge/Access Layer (e.g., PSAX 2300, GX 500, Nortel CVX 1800)

This "building-block" approach enables SAVVIS to deploy platforms optimized for their individual tasks. Every PoP that has a backbone switch will always have the same platform (the Lucent 550). These platforms are implemented consistently throughout the global SAVVIS network. There are different types of PoPs depending on customer requirements in a given region, but all use a homogenous platform and equipment set, around the world. In this manner we are not dependent on a single vendor, and can always use the best block for the job. And as technology continues to improve, SAVVIS can swap out one block or combine multiple blocks, or break up a block to ensure our network architecture continues to perform

Circuit support

SAVVIS provides circuit support from installation to the ongoing management of customer network connections: Through the SAVVISstation platform, the local loop is ordered, the network devices are configured, routing policies are established, and circuits are provisioned once a site is entered into the customer management system. In addition, because the network connection box at the customer's location is typically a simple bridging device, not a complicated router, there is no need to dispatch a trained engineer to install the device, thus lowering costs to the customer while maintaining a high level of service. Physical circuits, logical circuits are all managed by SAVVIS and

documented in SAVVIStation through work orders. Ongoing proactive monitoring is included in the price of managed network services.

Remote Access

Global Dial enhances SAVVIS' suite of Intelligent IP NetworkingSM services, which includes our award winning private IP-VPN offering and our world class Internet service. The Global Dial product allows employees to access the Internet or corporate information that resides on their SAVVIS IP-VPN from virtually anywhere in the world. It is the perfect enhancement to an existing Intelligent IP solution and an absolute necessity for any planned deployments of Intelligent IP solutions within your organization. SAVVIS offers Global Dial Single User Remote Access for remote access with or without a SAVVIS-provided VPN.

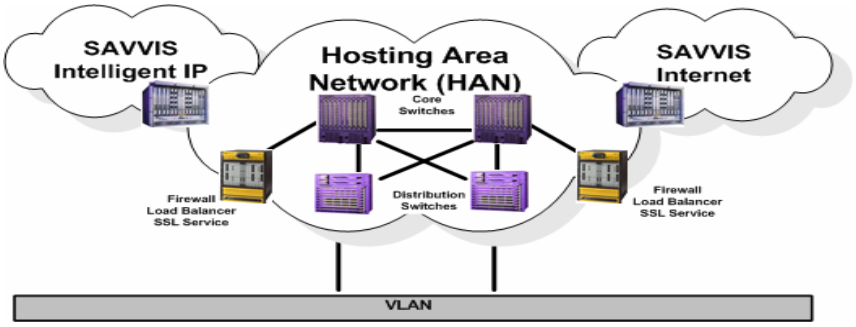
Dial service is available with both on-net access using SAVVIS PoPs, and off-net access powered by iPass ®, a company recognized as the world's premier global Internet and Dial roaming service provider. The benefit of partnering with iPass is that SAVVIS can offer NWC local dial access from more than 5,000 access points throughout 150 countries worldwide. In many of these locations, iPass uses several network providers, leading to improved service availability with multiple access points and redundant networks, and making the service extremely reliable and cost-effective. As a result, traveling and remotely deployed employees can easily check email, access the Internet and exchange information via their corporate network.

For users with pre-existing dedicated Internet access, Global Dial also supports off-net access using customer-provided broadband.

LAN

Devices managed

SAVVIS offers a comprehensive, industry-leading set of network services for hosting clients. With the "Ethernet direct attach to network" and "VLAN" methods for providing access to the SAVVIS hosting area network (HAN), SAVVIS can provide access to valuable network services while minimizing the necessary amount of dedicated switch and router resources.



The HAN connects your Intelligent Hosting server to SAVVIS wide area network services. It provides a robust and flexible architecture that is capable of accommodating your specific networking needs. We pre-wire each cabinet within our data centers with redundant paths to each of our intelligent switches, simplifying installation and minimizing disruption during reconfigurations and upgrades. Every Intelligent Hosting server is connected directly to a SAVVIS switch, with no shared components and therefore no contention with other devices. By creating a custom Virtual Local Area Network (VLAN) architecture, based on your requirements, the many services that SAVVIS can provide through our network are automatically available. The flexibility, performance and reliability of the HAN are key components of SAVVIS virtualization strategy.

Features of the SAVVIS HAN include:

- All servers receive a Fast Ethernet connection into the HAN aggregation switch.
- All HAN aggregate and core platforms support 802.1q VLAN standards, allowing for multiple VLANs to be configured through a single interface, yet still maintain separate data encapsulation/routing.
- Wide Area Network traffic usage is measured outside the HAN, allowing for wire-rate intercommunication between servers within our facility with no impact on bandwidth charges.
- Through the HAN, SAVVIS monitors each system and network component without compromising the security or performance of your applications. Or if you prefer optional separate management connections, we simply build an extra VLAN on the SAVVIS HAN.

- Utilizing the same physical Fast Ethernet connection to the HAN aggregation switch, SAVVIS can deliver additional services without any additional port or platform costs. This includes Network Backup for entry-level backup services, as well as advanced server monitoring and reporting using WebTrends.
- Optional load balancing services are integrated into the HAN for robust and flexible distribution of traffic across multiple servers. Load-balancing may also be incorporated as part of optional dynamic redundancy configurations.
- SAVVIS can also easily provide our Intelligent IP Networking Solutions utilizing this infrastructure. We can configure a single host for both Internet access and for secured communication (filtering or advanced firewall rule sets) simply by setting up the appropriate VLAN to the Intelligent IP network, and adding the appropriate Intelligent IP connectivity.

Devices supported if customer provided

In the event that NWC requires support for devices that are not covered by standard SAVVIS operations; SAVVIS can provide custom support or custom hardware management through the SAVVIS Professional Services division. As addressed in other areas of this proposal, SAVVIS' suite of managed hosting and network services is complemented by its Professional Services division. SAVVIS Professional Services is often leveraged to accommodate custom configurations and advanced management. The division is made up of consultants whose collective expertise spans a broad range of IT disciplines.

SERVICES

Voice

SAVVIS provides a full turnkey IP-based voice service that is offered in a converged voice and data solution. The Intelligent IP network allows SAVVIS to deliver various classes of service suited to the specific needs of end user applications. This converged solution allows customers to combine data applications across the local access connection without any degradation of voice quality, or impacting allocated bandwidth. The Enterprise Connect service provides a QoS-aware voice-optimized real-time IP network that will connect directly to each of the enterprise's locations. Cost and complexity are moved away from the network edge (the customer premises) and into the SAVVIS network and distributed among many users, while retaining all of the significant cost benefits of VoIP transport. This key architectural advantage translates into operational, functional and financial benefits for the organization.

Additionally SAVVIS Managed Voice Applications which enhance hosted voice applications such as 1-800 services, conferencing, find-me-follow-me, and auto attendant with voice transport services. Customers can buy the services individually using their current voice systems or as part of the SAVVIS IP Voice Offering.

Video

The SAVVIS backbone supports the definition of Service Levels that are optimized to match the characteristics of today's applications from internet to jitter sensitive, multimedia applications. The SAVVIS Intelligent IP network service provides a fully managed, end-to-end service that includes all hardware, management systems, and operations to transport voice, video, and data applications. To this end, SAVVIS offers a full array of advanced multimedia services. Customers can add SAVVIS' Video over IP service offering to their core Data VPN services. SAVVIS' Video over IP service offering expands the applications.

Internet

SAVVIS provides Tier 1 Internet services in the United States, Europe and Asia that are managed or unmanaged and have speeds from fractional T-1 to full OC192. We can also include Internet service as part of a private IP VPN solution so that, for example, a business could use our private network to connect its offices and our Internet to reach its customers or partners. For the large enterprise or carrier customer, we offer High Speed Dedicated Internet Access (HS-DIA) which is unmanaged and delivered at speeds ranging from OC3 to OC192.

Firewall / ACL

SAVVIS Managed Firewall solutions offer customers a fully managed firewall installed at their premises or at a SAVVIS datacenter, as part of their Managed Service.

Two Managed Firewall service options are available:

- Managed Firewall — a complete solution including installation and management of all software and hardware, with the software and hardware provided by SAVVIS and leased by the customer. A standard and enhanced service is available, with the enhanced service designed to meet the needs of larger customers.
- Firewall Care — the installation, configuration and management of firewall solutions using customer-owned hardware and software.

IDS/IPS

SAVVIS provides Host-based Intrusion Detection Service (HIDS) as a Managed Security Service within SAVVIS data centers and at customer premises. HIDS monitors customer servers and applications for malicious activity and other unauthorized use of host resources. The service includes ongoing monitoring of HIDS agents, security maintenance, alerting on intrusions and HIDS reports for customers. It includes software procurement, configuration, and installation, and is sold in conjunction with our Incident Response Service.

HIDS service elements include:

- Installation
- Configuration
- Monitoring
- HIDS Software Upgrades
- Maintenance and Support
- 24/7 Management by SAVVIS Managed SecurityTeam

Network-based Intrusion Detection System (NIDS) is the core technology of a full set of security detection tools; offering customers the ability to see security threats in route to a host. SAVVIS provides NIDS services for installation in customer networks located in SAVVIS data centers and at customer premises. SAVVIS configures, monitors and maintains NIDS sensors to detect attacks against the target network. Detailed monitoring enables identification of malicious traffic, and whether it has passed through the firewall, and determination of where the attacker's originating computer is located.

Two NIDS service options are available:
Fully Managed NIDS - A complete solution including installation and management of all software and hardware, with the software and hardware provided by SAVVIS and leased by the customer. A range of options is available for customers who require services based on dedicated NIDS equipment, and for those who want maximum value by utilizing our virtualized NIDS services.

NIDS Care - The installation, configuration and management of NIDS solutions using customer-owned hardware and software.

DNS

SAVVIS can provide both primary and secondary DNS services.

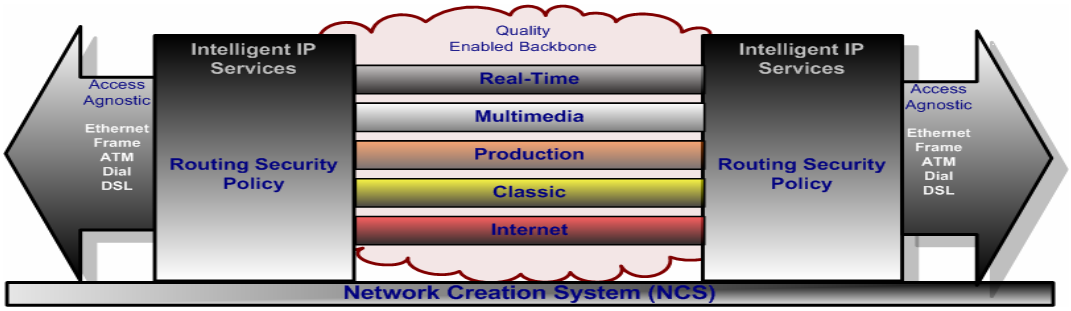
Address Management including DHCP

SAVVIS uses DHCP Relay for its network services. If NWC wants to run DHCP on its servers SAVVIS can support this configuration.

Packet compression / shaping

SAVVIS has a unique network architecture designed to deliver the best of both traditional private networks and Internet-VPNs. This unique design allows SAVVIS to deliver a suite of services to multiple locations without the need for complex hardware, PVC meshing, and extensive site management. This architecture is based on 4 unique design components.

The figure below illustrates the four components that make up SAVVIS' Intelligent IP Networking architecture:



Quality Enabled Backbone
In addition to providing core transport, SAVVIS' physical backbone supports the definition of Service Levels that are optimized to match the characteristics of today's applications, as shown in the figure above.

Service Levels		
Quality		Application
Next Generation Services	Multimedia	Delay and Jitter Sensitive e.g., Video conferencing, voice
	Real-Time	Delay Intolerant e.g., Pre-trade data, real time manufacturing
	Production	Delay Sensitive e.g., Database processing, CRM, ERP, FIX
Traditional Services	Classic	Delay Tolerant e.g., File transfer, email
	Internet	Best Effort e.g., Web browsing

SSL Accelerators

SAVVIS offers a way for customers to take advantage of the benefits of SSL acceleration without having to add servers to overcome the performance issues that normally occur. By moving the SSL termination process from the Web server onto a separate, specialized appliance that is built to effectively handle SSL, SAVVIS can remove the burden of SSL from the Web server, allowing it to do what it does best- serve pages. Also, since SAVVIS uses a centralized appliance to provide SSL acceleration, as a network service, the high costs that are normally associated with it, are minimized. SAVVIS charges for SSL services using a per server per month model.

The SSL services offered by SAVVIS enable state-of-the art cryptographic acceleration, ensuring the rapid completion of secure Web transactions. This service is offered only at select data centers, and is only designed for clients using less than 5Mbps of SSL traffic. For clients requiring more bandwidth than 5Mbps, a custom solution can be developed in conjunction with Professional Services.

Question 4: System

What are the system computing and management features of your proposed hosting service for NWC Inc. broken into the following areas:

Word count: Summary not exceeding two pages

COMPUTING HARDWARE

SAVVIS utilizes industry proven vendors for providing dedicated, managed systems. Only hardware and operating systems that have been fully tested by the manufacturers, and are determined to be highly compatible, are supported by SAVVIS. In addition, SAVVIS only chooses products from manufacturers that are industry leaders and who stand behind their products with comprehensive service programs and guarantees. The hardware and software vendors that make up the Intelligent Hosting standards are described in detail later in this document. Other configurations and non-standard platforms or architectures are also possible on an individual case basis and can be added as "custom platform services" within Intelligent Hosting. Professional Services engagements are also available for additional customization.

SAVVIS Managed Server Standard Options:

Platform	Max CPU	CPU Type/ Speed	Max RAM	Max HDDs	Max HDD Size	Max PCI Slot	Min RAID	Power Supplies
COMPAQ								
DL360 G3	2	Xeon (3.06 GHz)	8GB	2	146GB	1	1	1
DL380 G3	2	Xeon (3.06 GHz)	6GB	6	146GB	3	1	2
DL580 G2	4	Xeon (2.8 GHz)	16GB	4	146GB	6	1	2
DL760 G2	8	Xeon (1.5 GHz)	64GB	4	146GB	10	1	2
SUN								
SunFire V120	1	UltraSparcII i (650 MHz)	4GB	2	36GB	1	1	1
SunFire 280R	2	UltraSparcII I (1.2 GHz)	4GB	2	73GB	4	1	2
SunFire V480	4	UltraSparcII I (900 MHz)	32GB	2	73GB	6	1	2

COMPUTING STORAGE (PRIMARY, SECONDARY, DATA RETENTION, BACKUP/RESTORE)

The SAVVIS Storage Area Network, S-SAN is based on 3Par technology that helps address growing capacity requirements, under-utilization of storage assets, and administrative inefficiencies. With the S-SAN, SAVVIS does not need to over-provision to get the flexibility our customers demand. SAVVIS has been able to reduce the number of systems, complexity, and administrative heterogeneity to deliver higher performance and availability to our customers.

The S-SAN is based on a small, cost-efficient footprint. The S-SAN enables SAVVIS to grow as needed by adding capacity and/or ports as growth and customer requirements mandate. The S-SAN also enables a less complex growth path by having increased capacity per system. One S-SAN system (controllers, software, disks, etc), depending on the configuration, can support up to 300TB or 800 disk drives. This configuration results in a streamlined storage platform making management, monitoring and troubleshooting much more efficient.

The S-SAN performance is improved as well. One of the primary contributing factors is the mesh design of the backplane where every controller, data cache and disk is connected to all other controllers, data caches and disks in the system. This architecture is designed and optimized for open systems. The design is based on clustered multi-function standardized processing elements that are multi-task oriented. The result is better performance and higher throughput. A traditional array uses a crossbar backplane, which is cache-centric and originally designed for mainframe operations, not open systems. This architecture has numerous layered, single-purpose processing

elements that are task specific. The result is either slower performance, or having to separate applications with different tasks on separate arrays, which increases cost and complexity.

The S-SAN requires significantly less infrastructure than is required with a traditional SAN. Less software, no fibre channel switching and fewer arrays are required. S-SAN allows SAVVIS to perform volume management activities centrally through its ability to provide application-tailored volumes with assured and measurable levels of service. This reduces the requirement to purchase multiple host-based volume management software licenses. SAVVIS can also simplify, delay, or eliminate complex SAN infrastructure investments for NWC. With enormous connectivity potential and built-in Logical Unit Number (LUN) security, the S-SAN connects directly to S-PAN eliminating switching layers associated with "fanning-out" to storage devices.

With traditional storage models, providers are often forced to purchase additional arrays solely to meet customer performance requirements. The S-SAN high-performance controller nodes allow users to scale to 2 to 3 times the performance of leading monolithic and modular arrays. Further, S-SAN controller nodes, unlike other storage technologies, provide native mixed workload support so that otherwise incompatible workloads are handled with minimal performance degradation. This delivers a throughput advantage of from four to six times compared to traditional SANs, so that SAVVIS customers can gain performance headroom for multiple applications. For example, OLTP applications and data warehousing in the traditional SAN need to be on separate arrays in order to maintain performance levels. With the S-SAN, SAVVIS can mix these workloads on a single array without any performance degradation. As a result, SAVVIS has less cost overhead associated with delivering the service.

Similarly, the S-SAN enables SAVVIS to deliver the RAID level the customer requires without having to invest in multiple arrays. Instead of having an array for each RAID level required, the S-SAN allows SAVVIS to have multiple RAID levels to respond to the exact needs of customer applications.

The S-SAN offers the highest cost savings when combined with the entire Utility Computing platform, S-HAN and S-PAN. However, Utility Storage is also available to customer not purchasing the entire Utility Computing platform. Utility Storage is available to all customers who reside in the data centers where the S-SAN is deployed. SAVVIS Storage Utility Services include three different storage tiers, based on Quality of Service (QOS), in addition to several Disaster Recovery and Copy options.

Utility Storage Tiers	
QOS – 1	
RAID Level:	RAID1 (Mirrored)
Usable Disk Space	50% of raw disk
Disk Availability	Drive Cage
FC Ports per Chassis	4
Thin Client Provisioning	No
QOS – 2	
RAID Level:	RAID5 (3 data + 1 parity)
Usable Disk Space	75% of raw disk
Disk Availability	Drive Cage
FC Ports per Chassis	4
Thin Client Provisioning	Yes
QOS – 3	
RAID Level:	RAID5 (7 data + 1 parity)
Usable Disk Space	87.5% of raw disk
Disk Availability	Drive Cage
FC Ports per Chassis	2 (Daisy Chained Drive Chassis)
Thin Client Provisioning	No

OPERATING SYSTEMS SUPPORTED

HP (COMPAQ)

Windows 2003 Enterprise Server
Windows 2003 Advanced Server - Requirement for Windows Cluster Services
Red Hat Linux Enterprise Server (version 2.1)
Red Hat Linux Advanced Server 2.1 - Requirement for Linux Cluster Services
SUN
SUN Solaris (7.x, 8.x, 9.x)

SAVVIS supplies, installs and configures a hardened version of the operating system on all managed servers. The selection of the operating system is based on how the server will be utilized in the overall solution and on the applications that will run on the server. SAVVIS only uses stable operating system releases and software. Before any operating system releases or patches are deployed by SAVVIS they are put through a rigorous quality assurance process to determine potential engineering and operational impacts. In addition, customers approve patch or service pack upgrades that may impact their applications, before they are added to their servers. To further harden the systems, unessential services such as incoming e-mail services are disabled. By using only proven software, disabling unessential services, and testing patches, SAVVIS closes potential security holes commonly found in "out of the box" and pre-release software. This greatly bolsters the reliability and security of customer server environments.

SYSTEM PROVISIONING

A key part of Intelligent Hosting services is the implementation process. SAVVIS takes care of procuring hardware and software; tracking rack space, power and cabling; and testing the installed system to ensure customer requirements are met.

To understand SAVVIS' unique competitive edge in Service Delivery, one must first understand the traditional delivery model. Traditional Service Delivery structures are silo-based and highly fractionalized. Inter-dependent teams are often geographically dispersed between buildings, or even states. Teams often implement different measures of success within a department (i.e. - time, units, etc.). Individuals are often given incentives to process orders "quicker" but with no incentive based upon quality. There is often no overall shared organizational responsibility for client satisfaction, relative to delivery.

SAVVIS solves these problems with a tightly integrated team structure, supported by highly customized and optimized support systems. And, since the same Service Delivery model is implemented around the globe, SAVVIS customers can expect a consistent implementation experience wherever their network needs may be.

Integrated Systems
SAVVIS uses a single shared system for all internal support teams including:

- Infrastructure (Capacity Planning)
- Order entry
- Service Delivery
- Customer Support
- Operations

This unified environment provides for zero duplication of entry, increased data integrity, more consistent customer support, and quicker troubleshooting and problem resolution. Many other providers struggle with multiple systems for each team, causing confusion during design, installation, and post sales support.

Service Delivery Operating System
Organizations need systems to track and manage provisioning activities. The SAVVIS Service Delivery operating system is a point-and-click, GUI-based application. This offers many advantages over other "legacy" operating systems:

- Point-and-click navigation allows for quick training and ease of use. Other providers' complicated legacy systems can require training that lasts from 6 weeks to 6 months.
- Data entry is real time. There is no waiting for server downloads and batch transmissions within the network. Our customers will never hear the excuse that "We need to wait for that information to populate into our system…"
- The SAVVIS operating system is a single worldwide application. The Service Delivery process and procedure is consistent and standardized throughout the globe. Processes and procedures are the same whether in Santa Clara or Tokyo.
- Operating rules can be applied to specific orders, such as pop-up windows for callbacks. Advanced routing capability allows for paperless order flow within the operating system.

- The SAVVIS operating system is electronically bonded with our vendors for equipment ordering. All vendors are required to accept electronic orders.

While the Service Delivery operating system tracks the user side of provisioning, SAVVISstation takes care of the switch and router network configurations. SAVVISstation includes all aspects of service delivery, and also comprises an integrated provisioning system. Key features are:

- Automated provisioning of network and server components
- Multi-vendor Operational Support Systems (OSS) support
  - HP
  - Sun
  - Inkra
  - Egenera
  - 3Par
  - EMC
  - Nortel
  - Juniper
  - Lucent
  - Cisco
- Standards Based
  - SNMP, LDAP and CORBA interfaces

Combined with the Service Delivery operating system, SAVVISstation provides a seamless workflow for Sales, Customer Service, Installation, Operations and Accounting.

SYSTEM DEPLOYMENT AND TESTING

The following table lists major milestones in the overall Intelligent Hosting implementation process. Please note that timeframes are averages in business days, and can be affected by these and other factors:

- Manufacturers hardware availability
- Configuration complexity
- Change requests after order is placed

Timeframe	Milestone	Who's Responsible
Pre-sales	Design solution; prepare contract	SAVVIS Account Team
Pre-sales	Provide IP and DNS information	Customer
Day 0	Contract Signed, all information gathering complete	SAVVIS and Customer
Day 1-2	Complete SAVVIS Order Package	SAVVIS Account Team
Day 3-4	Order entered in SAVVIS systems	SAVVIS Order Entry
Day 5-7	Confirm order; Implementation kick-off call	SAVVIS Client Order Representative, Implementation Manager, Customer
Day 8	Server hardware and software ordered	SAVVIS Provisioning
Day 20	Server hardware and software received	Vendors
Day 21-24	Hardware and software installed and tested	SAVVIS Hosting Installations
Day 25-26	VLAN, WAN and firewalls built and tested	SAVVIS Network Installations
Day 27-28	IP and DNS configured per Customer instructions	Customer and SAVVIS Installations
Day 29	Configuration released to customer for application installation	SAVVIS Installations
Day 29	Email a Completed Hosting welcome kit and Terminal Services software	SAVVIS Client Order Representative
Day 30-32	Application installation and testing	Customer
Day 32	Begin billing	SAVVIS Finance
Day 32	Customer transferred to SAVVIS Service Center. Install complete	SAVVIS Client Order Representative

Please note: SAVVIS has provided additional information regarding installation timelines in the service level section of this RFI.

SYTEMS MAINTENANCE AND PATCHING

SAVVIS provides, configures and maintains all managed hardware and software for Intelligent Hosting customers. SAVVIS may, at its discretion, repair, remove, replace, or upgrade software and hardware components as necessary to maintain or improve the service. Customers access the servers remotely, using secure means, and add or modify code and content on their applications. SAVVIS manages and controls all changes to the operating system files or configurations on each managed server.

SAVVIS utilizes industry proven vendors for providing dedicated, managed systems. Only hardware and operating systems that have been fully tested by the manufacturers, and are determined to be highly compatible, are supported by SAVVIS. In addition, SAVVIS only chooses products from manufacturers that are industry leaders and who stand behind their products with comprehensive service programs and guarantees. The hardware and software vendors that make up the Intelligent Hosting standards are described in detail later in this document. Other configurations and non-standard platforms or architectures are also possible on an individual case basis and can be added as "custom platform services" within Intelligent Hosting. Professional Services engagements are also available for additional customization.

SAVVIS provides our customers with scaleable, manageable and reliable platform services for web based business needs, creating an environment that is both economical and flexible.

SAVVIS has already done the homework and can suggest a platform that will meet the needs of your business without having to sink precious IT dollars up front into ever-changing hardware and software configurations. Instead, the service is billed on a monthly basis, which significantly reduces capital expenditure requirements.

A managed server is configurable based on the following standards:

- Servers can be highly customized but must be designed within the technical limitations established by the hardware and/or software manufacturer
- SAVVIS has selected standard models within standard server chassis platforms to best suit our customers needs and our ability to implement rapid procurement and consistency in management.
- Since incremental increases in memory and disk may not exactly match all of the possible options available from the manufacturer, SAVVIS standards limits these in order to provide a consistent service, and hardware sparing policy.
- The quantity of CPU's chosen for a server may directly affect the software license and support costs. This includes, but is not limited to, databases and advanced operating systems.
- More than one processor type may be available for a particular chassis (ie. Pentium versus Xeon) and each processor type may be available in different speeds from the manufacturer. Customers are guaranteed processor architecture, but not necessarily the ability to indicate a specific speed as the manufacturer offers them. SAVVIS publishes minimum processor speeds, but actual speeds may be higher based on fluctuating price and availability. If a specific processor speed is absolutely necessary, custom platform services can be used to accommodate the requirement. Additional charges may apply.
- Minimum drive configuration for all servers is 2 x 36GB RAID1 (mirroring).
- Drive speed (RPM) cannot be specified for the standard platforms. SAVVIS will procure what is readily available for rapid deployment and serviceability. If a specific speed is absolutely necessary, custom platform services can be utilized to accommodate the requirement.
- Power supplies in servers cannot be downgraded; SAVVIS will always provide dual power supplies, for all equipment, if this is an option of the chassis architecture.

SAVVIS retains ownership of the hardware and software licenses, which are provided by SAVVIS, as part of the solution. Customers may add processors, random access memory (RAM), and disk drives (including RAID) to the base configuration, as needed, after initial deployment. SAVVIS will retain responsibility for provisioning the hardware and software, eliminating capital expenditure requirements for our customers.

Optionally, once the SAVVIS order is installed the customer may supply their own licenses and software to complete the solution to their business needs. SAVVIS does not provide any baseline monitoring or management of these customer provided software or services, unless this advanced service is indicated and contracted as part of the solution with Application Baseline Monitoring and Management and is detailed in a Statement of Work (SOW).

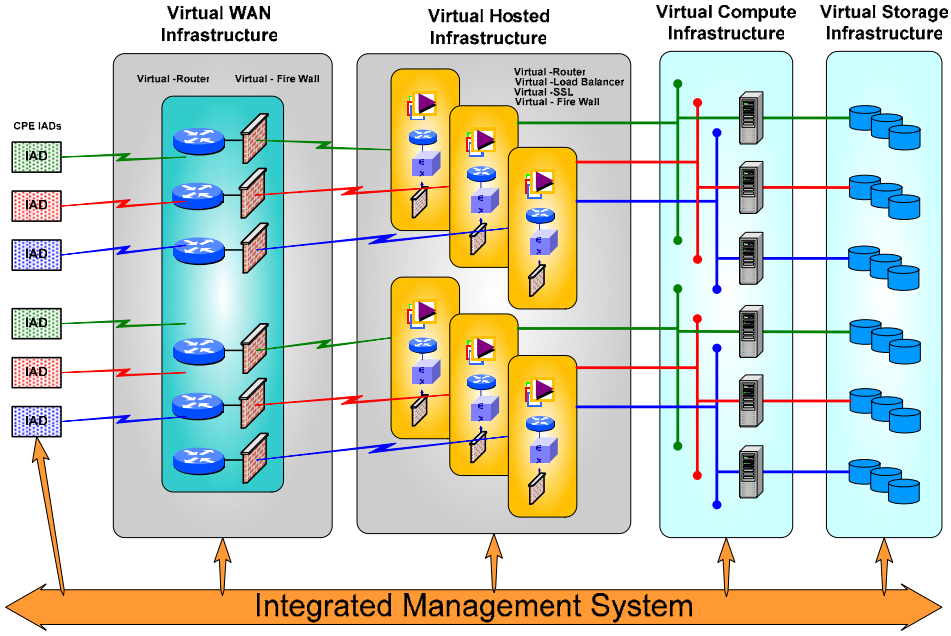
SAVVIS maintains all managed servers including repair and replacement of defective or failed hardware and the installation of hardware upgrades, as needed. Spare parts for all servers are kept in inventory and are regularly checked for readiness. For advanced and high-end, standard configuration managed systems, SAVVIS may outsource support to the manufacturer to ensure that the fastest possible repairs can be performed by the most capable provider. With this strategy SAVVIS can guarantee that service disruptions are few and short-lived. When standard or emergency maintenance requires that a server be brought down, SAVVIS contacts customers in advance and schedules an acceptable maintenance window.

SAVVIS provides hardware availability monitoring and system resource monitoring for all managed servers. Before any server resource affects the performance of the platform, SAVVIS will detect the problem with our monitoring and recommend the necessary service request(s) for additional storage, processors, or memory, as needed to correct the situation. Additional fees will apply for the cost of the hardware components and installation.

OTHER

The virtualized utility services delivery platform is based on advanced, automated software management and provisioning systems, developed by SAVVIS, that provide customers with a simple, yet comprehensive end-to-end view of their IT infrastructure. This visibility across network, hosting, compute and storage platforms creates efficiencies enabling SAVVIS to be much more responsive to customers' needs and to reduce customer dependence on redundant hardware.

Unlike the traditional service provider model, in which companies must pay for excess and unused capacity, SAVVIS' virtualized delivery platform routinely and automatically optimizes resource allocation for each client. This allows customers to pay for only what they use. Additionally, it lessens the burden of capital expenditures and legacy systems. As a result, the platform increases a company's flexibility and agility, making it possible to add new applications, increase server and storage, and expand the network in less time than conventional alternatives.



SAVVIS has partnered with leading-edge technology providers Egenera, Inkra Networks, 3PAR, and Nortel Networks to build the virtualized services delivery platform as an end-to-end solution that offers companies the most complete set of managed services available to date.

Question 5: Application and System Expertise

In what ways will your in-house expertise help NWC Inc.'s staff in the support of the following system environments:

Word count: Summary not exceeding three pages Addendum charts as necessary.

SYSTEMS HARDWARE

SAVVIS' virtualized approach and utility model drastically reduces capital expenditure and is already proven to reduce annual IT costs by as much as 50% over conventional models. This utility platform enables customers to dynamically allocate the resources of massive, carrier-grade super servers, utility storage, and firewalls. Load balancers and resources can be automatically and regularly optimized for each client. This allows customers to only pay for the services that they use. Additionally, these on-demand services require no up-front capital expense and can provide tailored service levels to match the unique needs of each application. As a result, the platform increases a company's flexibility and agility, making it possible to add new applications, increase server and storage, and expand the network in less time than conventional alternatives.

Systems hardware details have been provided throughout this proposal.

OPERATING SYSTEMS

Because SAVVIS standardizes our hardware components, and from experience in managing Operations infrastructure, SAVVIS has built a library of standard operating systems, configurations and patches in image form. This image is immediately installed on the systems in our warehouse and reduces our time to install dramatically. Our IT experience, best practice methodology and inventory process ensure that our standard service is consistently reliable, up-to-date and secure, ready for your utilization.

- SAVVIS provides official operating system license and software for every system we manage, from authorized resellers of the operating system manufacturer.
- Inventory of the patch level on the operating system is recorded during installation. Once a system is in production SAVVIS can install additional patch upgrades as they become available and necessary, automatically distributing this code utilizing our proprietary inventory distribution capabilities.
- System configuration is set for full security logging, event logging and remote access and accounts are created utilizing high authentication and frequent reset password parameters.
- The SAVVIS Intelligent Agent is installed on each system and reports the health and status of hardware, operating system and application parameters. Data polled from these systems is viewable with the SAVVIS Customer Command Center. The Intelligent Agent sends information, warning and critical event information to the SAVVIS Operations Center.
- SAVVIS Managed System Service Engineers respond to monitoring warning and informational events and diagnose and suggest action to proactively correct or repair before an adverse event or outage occurs. Event correlation and investigation is tracked and recorded with this system, allowing for historical reporting.

SAVVIS includes operating system procurement, management, support and maintenance with every managed server.

WEB SERVER

Web server software can be added to any managed server. SAVVIS manages the Web server application as part of the managed server package. As a result, the same standards apply to Web servers as they do to operating systems. Also, SAVVIS supports all common Web servers. The following are the standard Web servers supported by SAVVIS.

Standard Web Servers

Microsoft Internet Information Server (IIS): Microsoft Windows
Apache Web Server: Microsoft Windows, Sun Solaris, Red Hat Linux
SunOne Web Server (formally iPlanet): Sun Solaris

SAVVIS will perform the following functions for all managed Web server applications:

- Procure and manage software licenses
- Update systems with appropriate hot-fixes, patches and service-fixes applicable for the application
- Installation and basic configuration of Web server
- Monitor services, servers and process related to the Web server
- Monitor availability of TCP ports necessary for Web server communication
- Monitor a SAVVIS provided URL on Web server with "URL check" server

The following are the specific configuration standards and services, added by SAVVIS, for Web servers running on managed servers:

Microsoft Internet Information Server
- WWW
- Active Perl
- FTP – Can be added with a service request
- SMTP (outbound only) - Can be added with a service request
- Front Page Extensions – Can be added with a service request
- .NET Framework – Can be added with a service request
- SSL – Can be added with a service request

Apache
- SSL
- Perl
- PHP
- SMTP
- Virtual server name as indicated by customer (VHOST)

SunOne
- SSL
- SMTP
- Virtual server name as indicated by customer (VHOST)

APPLICATION SERVER

SAVVIS provides management and support for many of the applications commonly used by our customers. These management and support services include:

- Specifying the version and application license/configuration parameters
- Procuring the license and corresponding support/maintenance contract from the application vendor
- Leasing the application to the customer
- Loading and configuring the application on the customer servers
- Monitoring the application for availability
- Managing patches to the application and the operating systems- to ensure security
- Monitoring and managing the server resources (memory and disk) that are used by the application
- Scaling the internal system resources to accommodate growth and recommending addition system components to expand the system resources for resolving performance issues

SAVVIS has entered into formal service provider relationships with major application providers such as Microsoft, Oracle, Veritas, BEA Systems, Sun and Citrix. These relationships enable SAVVIS to effectively provide the economics and support for managed applications.

Managed Exchange
SAVVIS offers an optional managed Microsoft Exchange and Collaboration product for all SAVVIS customers. This service utilizes Microsoft Exchange 2003 and SharePoint Services. This service provides customers with multiple email access methods including; POP3, HTTPS, OWA, IMAP4, and MAPI. The service allows customer configurable options including; desired services, users accounts, and disk space. There are multiple tiers providing customers different options and price points. In addition, the product tiers can be blended based on to fit customer's requirements. Provisioning and administration are provided using a simplified web based portal. This product is designed as a multi-tenant environment, but dedicated environments are also available.

DATABASE

SAVVIS provides management and support services for database packages, including:

- Procure and manage software licenses
- Update systems with appropriate hot-fixes, patches and service-fixes needed for the database application
- Installation and basic configuration of database application
- Monitor services and processes related to the database
- Monitor processes that hold a 'lock' for more than 60 seconds
- Monitor event/alert logs created by the database
- Monitor system resources to ensure availability of data space, memory and CPU as database tables grow

- Monitor configured ports necessary for database communication
- Restore database information if corrupted (when managed backup services are also implemented for the database)

SAVVIS has entered into formal service provider relationships with major database software providers Microsoft and Oracle. These relationships enable SAVVIS to effectively provide the economics and support for managed databases.

SAVVIS has the knowledge, expertise and internal management systems and processes to manage both large and small databases. This includes databases that are clustered or stand-alone.

SAVVIS Supported Databases

Microsoft SQL 2000: Microsoft Windows 2003
MY SQL: Sun Solaris, Red Hat Linux
Oracle 9i: Microsoft Windows 2003, Sun Solaris, Red Hat Linux

For all managed database servers, SAVVIS monitors for events and resource levels that may affect performance and ultimately the availability of a database. Database applications allow for very detailed and verbose reporting through the transaction and event/alert logs. SAVVIS utilizes this inherent characteristic to stay ahead of issues and proactively monitor performance.

SAVVIS database management services provide basic monitoring and repair of common database issues but do not include resolving and/or diagnosing internal database alerts. For internal database alerts it is assumed that customers have their own DBA available to resolve issues. When detected, SAVVIS will contact the customer and provide the alert information so that the customer DBA can begin the resolution process. For customers that do not have a DBA or choose to outsource this function, SAVVIS can provide "DBA on demand" services or a fully managed database and DBA support package.

SAVVIS database management services are available in two varieties- basic or professional- depending on the customer requirements and the characteristics of the database.

VERTICAL INDUSTRY SUPPORT

SAVVIS provide industry specific solutions that integrate powerful applications with our global infrastructure, delivering services that enhance industry-specific workflows and improve enterprise productivity. Industry solutions support:

- Financial Services support Financial Information eXchange (FIX) electronic trading, extranet connectivity, raw and normalized market data feeds, and instant messaging compliance.

- Media and Entertainment automates the creation, production, and distribution of digital content such as movies, music, print media, and marketing content.

- Retail provides services for cardholder protection, e-commerce, customer service, distance learning, and managing and protecting digital brand assets.

- Federal Government supports the unique information technology needs of the U.S. federal government through our subsidiary SAVVIS Federal Systems, Inc. based in Herndon, Virginia.

Professional Services Our professional services organization assists our customers with assessing, designing, developing, implementing and managing outsourcing solutions. The professional services group offers:

- Web-based application consulting services;
- Disaster recovery and business continuity services;
- Infrastructure consulting services;
- Migration planning and analysis services;
- Security consulting services; and
- Program management services.

This group allows our customers to access the skills of a team of consultants who have assessed, designed and managed thousands of global IT systems.

DIVISIONAL APPLICATIONS (FINANCE, BI, MARKETING, MANUFACTURING, ETC.)

SAVVIS FTS – Financial Transaction Service is a leading platform for the investment industries need for a common place to send/trade securities transactions to and from counter parties. Since FTS' recent roll out over 100 firms have adopted this platform for trading just about every instrument invested. FTS caries various IP small message protocols such as FIX, CMS, ISO15022 and proprietary versions of these.

Data Delivery Utility (DDU) is a joint offering by SAVVIS and HyperFeed, sold exclusively by SAVVIS featuring real-time financial content such as market data, news and fundamental data, delivered over SAVVIS' global network to major global banks, mutual funds, asset managers, exchanges, and financial application providers. The offering leverage's HyperFeed's leading MEPS and H!Box technology. DDU is a fully managed, highly distributed, end-to-end financial content distribution utility with a service level agreement to ensure reliability and performance. There is no other real-time exchange data offering in our marketplace today that provides a service level agreement for high availability and low latency of exchange market data.

SAVVIS will provide the management and distribution of data and HyperFeed will provide the technology to process the data. There are several levels of technology that include the normalization of the direct exchange feeds, value added features including calculations, intra-day and daily data maintenance, and entitlements; optional adapters for existing trading floor infrastructures, and a choice of developer kits for UNIX, LINUX, Java, and Windows. Toll free developer's support is also included for no additional charge.

DATA CENTER CERTIFICATIONS (SAS, ITIL, 17879, ETC.)

SAVVIS provides its customers with an environment that meets various regulatory standards and certifications including SAS70 Type II and Sarbanes-Oxley.

SAVVIS is in the early phases of implementing the ITIL Best Practice. We are currently conducting a GAP analysis in our Service Support Areas. In addition we are redesigning our Know Error Data Base to synch up with our change management system so that known errors can be linked to a Request for Change.

Today, ITIL is the de-facto global standard in the area of service management. It contains comprehensive publicly accessible specialist documentation on the planning, provision and support of IT services. ITIL provides the basis for improvement of the use and effect of an operationally deployed IT infrastructure.. ITIL describes the architecture for establishing and operating IT service management.

OTHER

SAVVIS created a Processing Area Network (S-PAN) based on technology from Egenera. The S-PAN architecture is the next generation of processing. This architecture allows SAVVIS to focus on the core functionality of traditional computing – the processing capability. The most critical function of a traditional server is not how much capacity it has but how many input-output operations (I/Os) can it process. The two core components for processing are the Central Processing Unit (CPU - including one or more processors) and Random Access Memory (RAM). By focusing solely on this functionality, the S-PAN delivers the processing capabilities required by customer without having to invest in under-utilized capacity.

The traditional computing model requires customers to purchase multiple computing resources (servers), to handle high traffic spikes or to provide redundancy for their websites or applications. The average server utilization in the traditional computing model is relatively low (about 20%). The Utility Model allows customers to realize better utilization rates and avoid the need for costly multiple devices.

The S-PAN platform allows consolidation of up to 96 processors into 1 rack of space. The processor speeds range from 2GHz to 3.2GHz. The current S-PAN platform supports both Windows and Linux operating systems. Because the system is diskless, it has no moving parts to break. The connection speeds between blades are 2.5GB.

The SAVVIS Utility Computing platform has two options for availability. The base utility computing platform comes with standalone blades that have SLAs ranging from 98.5% to 99.9% depending on the configuration. When a blade fails we will attempt to repair the blade that failed, or replace the blade if it cannot be repaired. This is similar to break/fix service that we provide today for all of our traditional managed hosting customers.

For a slight premium, SAVVIS offers a High Availability (HA) option. With this option, all blades within an infrastructure have a blade in the failover pool available to them for an effective HA cluster. The cost savings using this model versus the traditional clustered approach is significant, which can range from 50% to 70%.

Utility Computing Products
Utility Compute 2 x 3.0GHz, 2GB RAM
Utility Compute 2 x 3.0GHz, 6GB RAM
Utility Compute 4 x 3.0GHz, 12GB RAM
HA Utility Compute 2 x 3.0GHz, 2GB RAM
HA Utility Compute 2 x 3.0GHz, 6GB RAM
HA Utility Compute 4 x 3.0GHz, 12GB RAM

Question 6: Service Levels

What are the offered, included, and optional service levels quoted for this RFI in the following areas:

Word count: not exceeding three pages

THROUGHPUT

Throughput is defined as sustained, contracted IP bandwidth availability during times of high data usage.

Throughput is measured on a per circuit basis. SAVVIS is continuously measuring bandwidth utilization on each physical circuit. IP throughput calculations are computed using the difference between peak bandwidth utilization on the circuit, and the transport overhead required to provide IP service.

Global Core Network Throughput

Region	Throughput	
All Regions	100% of Contracted Rate	Real-Time, Production, Multimedia

SAVVIS cannot ensure one hundred percent Throughput in cases where the port and access circuit is 56K or 64K. SAVVIS also provides 15 minute Pro-active Notification on all circuit Outages for all Connections.

AVAILABILITY

SLA Type	Server Configuration
99.9% SLA applies to customers with:	Requires redundant web blade servers, applications blade servers and database blade servers. All tiers must be redundant to get the 99.9% SLA. Requires high availability (HA) blade servers on the entire SAVVIS-provided solution.
99.75% SLA applies to customers with:	Requires redundant non-HA web blade servers and a single non-HA database blade server or single non-HA web blade server with a database cluster.
99.25% SLA applies to customers with:	Requires 1 non-HA web blade server and 1 non-HA database blade server
98.5% SLA applies to customers with:	Requires only 1 non-HA blade server

MTTR

SAVVIS availability commitment supersedes an MTTR commitment. Typical availability SLA offers credits after less than two hours downtime, giving a strong incentive to restore service as quickly as possible.

NEW SYSTEM PROVISIONING

SAVVIS adheres to the service level objectives detailed below:

Managed Hosting Installation Intervals				
Product	**5 Business Days**	**10 Business Days**	**25 Business Days**	**30 Business Days**
Utility Blades				X
Managed Servers, DL360, DL380, V120, 280R			X	
Managed Servers DL580, V480, V880				X

External Storage, HP, Sun				X
External Storage, SAN Less than 100GB			X	
External Storage, SAN More than 100GB				X
External Storage, Dedicated EMC				X
Part Upgrade, Dedicated EMC				X
Parts Upgrade, DL360, DL380		X		
Parts Upgrade, DL580, V120, 280R, V480, V880			X	
Parts Upgrade, Legacy Hardware, ie. Dell, Old Compaq/Sun				X
Dedicated Security, FW, NIDS, HIDS				X

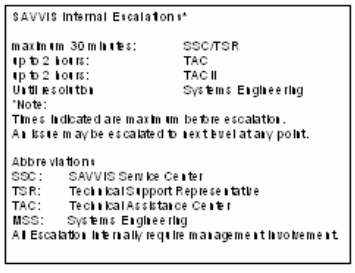
ESCALATION

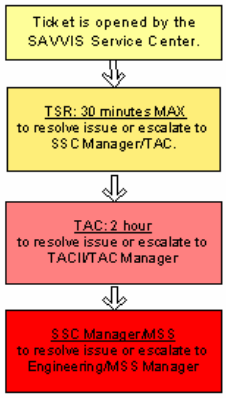
Escalation is dependent on severity level of the issue, and the elapsed time the issue has been active. Severity levels include:

- Level 1 – User
- Affects a small number of user base, or with loss of redundancy
- Level 2 – Site – Customer location or website
- Site down hard
- Level 3 –Network or Data Center Event
- Network event that affects entire user base

SAVVIS Escalation Procedures

SAVVIS Service Center
888-NET-OPS1 (888-638-6771), Option 2
HostingHelp@Savvis.net





Question 7: Account Management

Describe the procedures, policies and organization of account management. Respond where applicable in the following areas.

Word count: not exceeding three pages

ACCOUNT REPRESENTATIVE(S)

A critical component of our Intelligent Support infrastructure is the Client Account Manager (CAM). The CAM is responsible for life cycle management of all Service Delivery and Customer Service issues for their client base. This includes ongoing customer support during and after implementation. For complex hosting implementations, the CAM conducts regularly scheduled status meetings to ensure that implementation and post-implementation is performed properly and all issues are quickly resolved. In addition, the role includes providing executive level service quality reviews with NWC twice per year, reporting on system health and trends. The CAM also consults with NWC on a regular basis about utilization and application fine-tuning to ensure that NWC's site is performing as effectively as possible. The CAM drives scheduling and obtaining resources to perform change management requests, and they are responsible for resolution until NWC signs off and accepts the changes. They perform internal escalations and requests in order to meet the advanced technical and business needs of our customers as we help them grow.

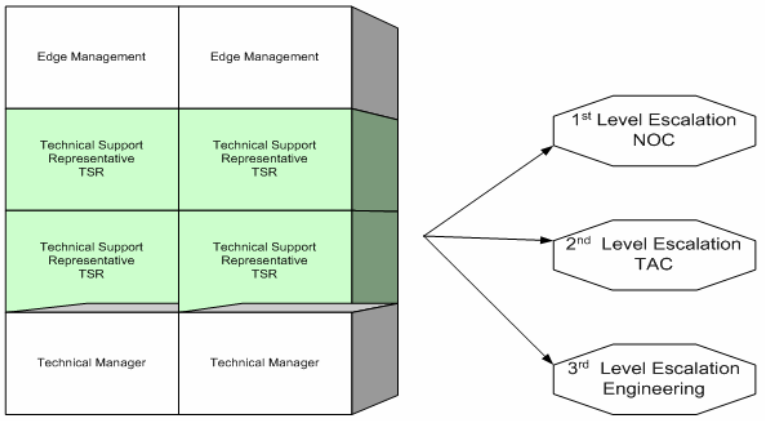
PROJECT MANAGEMENT

A critical component of our Intelligent Support infrastructure is the Client Account Manager (CAM). The CAM is responsible for life cycle management of all Service Delivery and Customer Service issues for their client base. This includes ongoing customer support during and after implementation. For complex hosting implementations, the CAM conducts regularly scheduled status meetings to ensure that implementation and post-implementation is performed properly and all issues are quickly resolved. In addition, the role includes providing executive level service quality reviews with NWC twice per year, reporting on system health and trends. The CAM will also consult with NWC on a regular basis about utilization and application fine-tuning to ensure that NWC's site is performing as effectively as possible. The CAM drives scheduling and obtaining resources to perform change management requests, and they are responsible for resolution until NWC signs off and accepts the changes. They perform internal escalations and requests in order to meet the advanced technical and business needs of our customers as we help them grow.

PROBLEM MANAGEMENT

SAVVIS supports our customers with a cross-functional team performing first level support, all under the management of Client Services. The Technical Support Representatives (TSRs) are responsible for providing pro-active and reactive customer call support, managing all customer trouble tickets to closure. Initial inbound calls and outbound communication is performed by the TSRs, ensuring our customers' needs are being addressed and status is updated in a timely manner.

TSRs work alongside the SAVVIS Hosting Edge Managers (EMs) who monitor network and system events real time with the Hosting Browser tool, which is fully integrated into the SAVVIS monitoring infrastructure to provide health status of all of our hosting customers. SAVVIS Hosting Edge Managers have an arsenal of tools that are non-intrusive to NWC's solution, and the capability to diagnose and resolve most common system-level issues. Maintenance and daily reviews are performed, and if a problem is detected, the EM teams up with the TSR to immediately document and contact NWC if there is a performance issue at hand.



Escalation to a Technical Analysis Center Engineer (TAC) is available for issues that may affect performance and availability and may not be fixed at the EM level. TAC specializes in our standard system platforms and operating systems, while understanding the overall solution and complexity of providing highly available web solutions. Their experience, toolset and the ability to immediately deploy and direct hands-on technicians gives this group the power to quickly repair hardware or services emergencies, thus keeping down-time to a minimum.

The last critical component of our Intelligent Support infrastructure is the Client Account Manager (CAM). The CAM is responsible for life cycle management of all Service Delivery and Customer Service issues for their client base. This includes ongoing customer support during and after implementation. For complex hosting implementations, the CAM conducts regularly scheduled status meetings to ensure that implementation and post-implementation is performed properly and all issues are quickly resolved. In addition, the role includes providing executive level service quality reviews with NWC twice per year, reporting on system health and trends. The CAM also consults with NWC on a regular basis about utilization and application fine-tuning to ensure that NWC's site is performing as effectively as possible. The CAM drives scheduling and obtaining resources to perform change management requests, and they are responsible for resolution until NWC signs off and accepts the changes. They perform internal escalations and requests in order to meet the advanced technical and business needs of our customers as we help them grow.

The TSR, EM and TAC are the three main levels of Hosting customer service. An additional unique aspect of SAVVIS support is that members of all three groups are located physically within the same "pod" workspace, to form an integrated unit focused on solving customer issues. This group also has direct escalation to the SAVVIS Engineering team and will coordinate with them as needed until resolution. As a team, SAVVIS handles all issues with urgency and the support team is responsible for resolution until our customers are satisfied with the results.

SERVICE LEVEL MANAGEMENT AND REMEDIATION

SAVVIS offers end-to-end Service Level Agreements (SLAs) that provide guarantees for network availability, throughput, latency, packet loss and jitter. These SLAs stand out in the industry as they cover end-to-end network performance within our global infrastructure and to the customer's site.
Customers must request any credit due hereunder within 30 days of the date it accrues (i.e. the Trouble Ticket is closed). Customer waives any right to credits not requested with this 30 day period. Credits will be issued once validated by SAVVIS and applied toward the invoice which Customer receives two months following the month in which the credit accrued.

TRAINING

SAVVIS can provide suitably trained and qualified personnel to support individual customer implementations at each SAVVIS Internet Data Center. SAVVIS provides regular ongoing training in new technologies and products, and pays for employee technical certification training.

SAVVIS has technical staff certified in areas including the following:

- Certified Checkpoint System Administrator - CCSA
- Certified Checkpoint System Engineer - CCSE
- Certified Information Systems Security Professional - CISSP
- Cisco Certified Design Associate - CCDA
- Cisco Certified Design Professional - CCDP
- Cisco Certified Internetworking Engineer - CCIE
- Cisco Certified Network Associate - CCNA
- Cisco Certified Networking Professional - CCNP
- Citrix Certified Administrator - CCA
- Compaq Accredited System Engineer - ASE
- Compaq Storageworks
- Microsoft Certified Database Administrator - MCDA
- Microsoft Certified Professional - MCP+I
- Microsoft Certified Solution Developer- MCSD
- Microsoft Certified System Engineer - MCSE
- Novell Certified Netware Administrator - CNA
- Novell Certified Netware Engineer - CNE
- Novell Master Certified Netware Engineer MCNE
- Oracle Certified Professional - OCP
- Solaris Certified System Administrator - SCSA
- Sun Certified E10000 Administrator
- Sun Certified Network Administrator - SCNA
- Sun Certified System Administrator - SCSA

Question 8: Management

What management applications and procedures are in place? Describe the internal systems as well as external, customer-facing systems.

Word count: not exceeding three pages

SAVVIS Service Centers (SSC) in St. Louis, Reading U.K., Tokyo and Singapore use a state-of-the-art management system tightly integrated with the SAVVIS Operational Support System (OSS) to guarantee client quality of service. SAVVIS refers to this complete OSS/Network Management System as SAVVISstation. SAVVISstation contains complete documentation of each client site from both product and technical views. In addition to product information, all servers and storage equipment, network equipment (both SAVVIS PoP and CPE), physical circuits, logical circuits, and all changes to these configurations are documented in SAVVIStation through work orders.

Customer Facing Systems

SAVVIS hosting clients have access to the SAVVISstation portal and thereby a rich set of reports and interactive information on the services they are receiving. This customer facing portal is a key component of SAVVISstation- the centralized information and operations management infrastructure, developed by SAVVIS, which spans all areas of service management. This includes order tracking, provisioning, customer support and billing. This portal is described in further detail below.

INTERNAL SYSTEMS USED FOR MANAGEMENT, MONITORING (element, systems, application, transaction, user)

SAVVIS provides extensive proactive monitoring for its managed hosting customers. As with all other departments at SAVVIS, the NOC uses SAVVISstation as its primary tool for Customer Relationship Management, including updating client records, maintaining communication, and following escalation paths to resolution.

SAVVISstation is a customer database, CRM system, implementation system, software distribution system and configuration database. Every SAVVIS employee can view a logical representation of a customer's configuration in SAVVISstation. NOC uses SAVVISstation to understand and troubleshoot an issue instead of wasting customer time asking for basic information.

Using the Proprietary Intelligent Agent, the proprietary monitoring and management system developed by SAVVIS, SAVVIS is able to provide reliable, scaleable and supportable solutions to customers- while at the same time limiting the amount of network traffic and system overhead required to perform the monitoring functions.

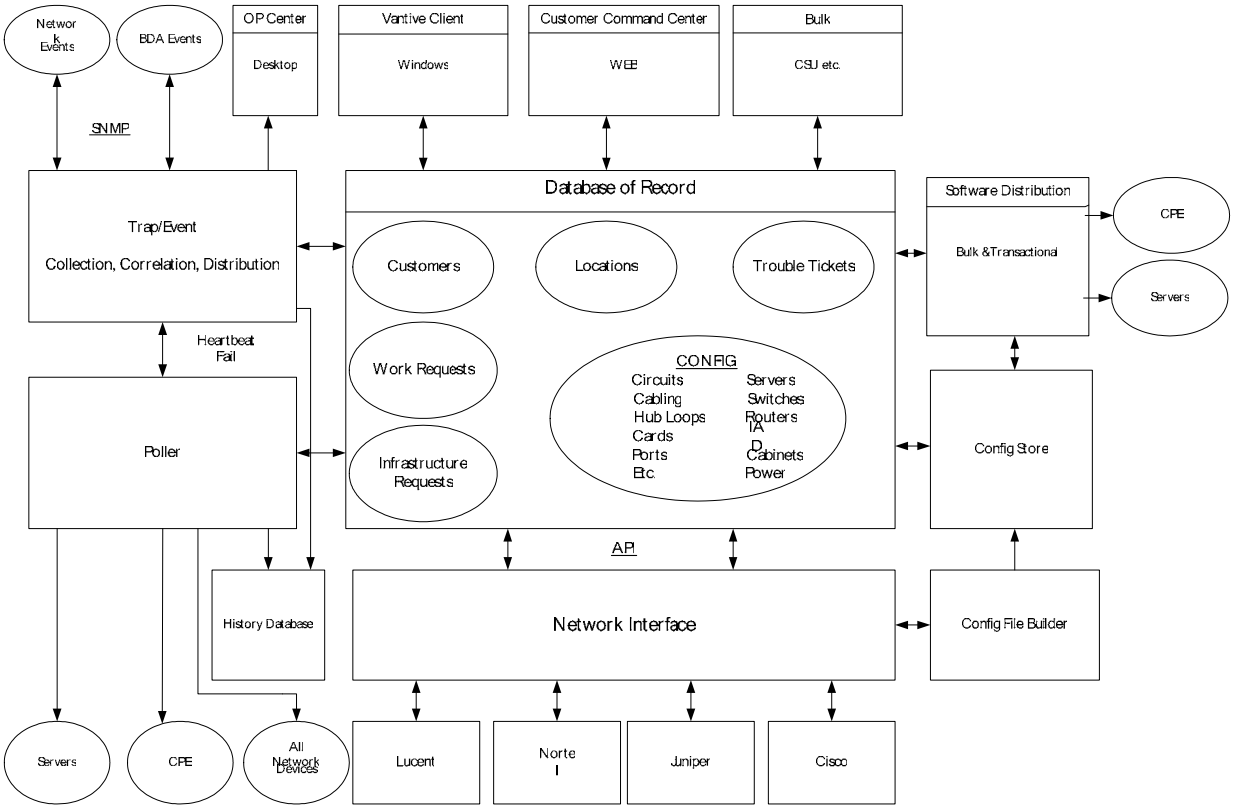
The SAVVIS Intelligent Monitoring tool provides the customer with several options for reports. Server and network information is available for customer view. Reports can be saved, exported or sent via email.

SAVVIS provides extensive proactive monitoring and reporting for its managed hosting customers. In addition to Vantive, NOC also uses the following applications and resources to proactively monitor and reactively manage events:

- SAVVISstation is a customer database, CRM system, implementation system, software distribution system and configuration database. Every SAVVIS employee can view a logical representation of a customer's configuration in SAVVISstation. NOC uses SAVVISstation to understand and troubleshoot an issue instead of wasting customer time asking for basic information.
- NavisCore is Lucent software used to diagnose and troubleshoot backbone networks and tail circuit issues. NavisCore reads all backbone Lucent switches, e.g., CBX 500/550/9000. Layer 1 and 2 information is supplied in order to determine connectivity from point to point.
- An internal server is used to access edge devices on the SAVVIS network. Examples are: PSAX 50s and 100s, Universal Edges, and Nortel Networks ARNs. Backbone devices, such as PSAX 600s, can also be accessed.
- The Toolbox is an internal tool for switch and circuit analysis. The Toolbox is used to poll CBX500/550/9000 backbone switches directly, using preexisting scripts developed by Engineering. Returned data provides information essential to the isolation and analysis of frame relay tail circuit customers.

INTERNAL SYSTEMS USED FOR OPERATIONS QUALITY CONTROL (service management policy enforcement, capacity planning, provisioning, change control, patch management)

SAVVISstation is the interface that ties together all the centralized systems that SAVVIS uses to provide services to customers. Included in SAVVISstation are systems for order processing, provisioning, procurement, management and monitoring, change management, billing, customer support / ticketing and reporting. Because SAVVISstation spans all these functional areas it provides the platform for automation, visibility and constant improvement across all product lines. The SAVVISstation data flow is illustrated below:



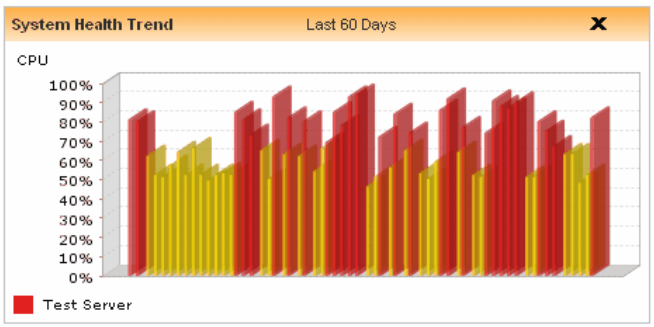
CUSTOMER-FACING INTERFACES (reporting, problem and incident management, monitoring, provisioning)

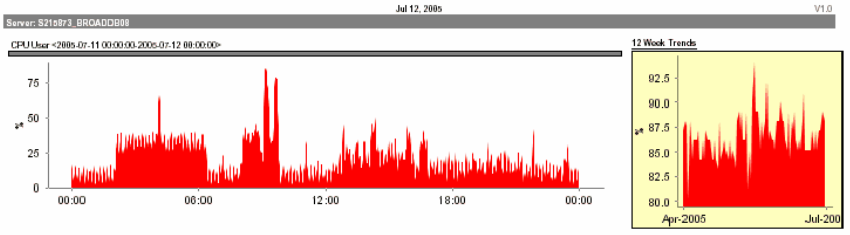
The SAVVISstation portal has been designed specifically for users of SAVVIS Managed Hosting, Managed IP VPN, and Internet services. The portal provides customers with a wealth of vital information. Included are monitoring of physical inventory, real-time and historical statistics on server resource utilization, bandwidth utilization statistics and the ability to review the status of trouble tickets in real-time.

Through the SAVVISstation portal, customers can view a range of statistics related to access circuits, server memory, and disk and processor usage. This can be done on a daily, weekly, monthly and yearly basis, providing the customer with all of the information needed to assess the performance of each server, network, connection and website.

Reporting

The SAVVISstation portal provides a means for SAVVIS customers to create HTML and PDF reports for the various service objects and metrics. Effort is underway to provide a single configuration interface that will allow customers to generate a comprehensive report in PDF or HTML.





Support
The support section of the SAVVISstation portal offers customers the ability to view historic trouble tickets, maintenance, etc as well as provide a means of creating trouble tickets on line. A wizard based form allows customers to fill in information important to SAVVIS support personnel and generates a ticket.

Administration
The administrative functionality of the SAVVISstation portal provides a means of performing various administrative and configuration functions including:

- **Account administration** - This section allows you to change your password and user information.
- **Dashboard configuration** - This section allows you to configure your dashboard. The dashboard has several features that allow you to get a quick summary of your services and tickets. You can configure your dashboard to get the most information about your services.
- **System Health Summary** allows you to view pie charts of CPU and Memory of all your servers based on display threshold settings. These display threshold settings affect only your dashboard view and do not affect the alerts that are generated.
- **System Health Trend** allows you to view 60 day trends of up to (currently) three servers. You must select the servers in order to view the trend graph on the dashboard.

BACKUP AND RESTORE

SAVVIS currently provides two families of Utility Backup, Restore, and Vault services – Utility Backup service (MB) and Utility Vaulting service (MV). Utility Backup includes tape backup and restore on demand, utilizing high capacity and high availability tape libraries. Utility Vaulting includes rotation and media management to off-site secure data archiving facility.

All of the following are included in Utility Backup:

- On demand backup of data to tape, file retrieval, and data restore services.
- Scheduled backups planned around critical business activity.
- Weekly full and daily incremental backups of customer's data.
- Weekly full and daily incremental backups are maintained within the Utility Backup system for two weeks to enable rapid restores.

Question 9: List Pricing

Define all costs billed by you to NWC Inc. for services delivered. Please indicate any front-loaded one-time expenses in addition to monthly recurring charges. NWC Inc is considering a three year agreement, but wants to weigh that against a month-to-month option and so will need to understand both monthly and 3yr contracted pricing. Please provide both. Indicate early termination costs where applicable. Please respond with pricing in the following categories:

Word count: not exceeding three pages. Spreadsheet submission is fine

Please note, SAVVIS standard commitment levels range from 12-36 months, however SAVVIS is willing to negotiate additional commitment levels should this be required. Pricing is provided in the attached spreadsheets.